

Meeting Instructions

- ✓ **Please mute yourself.** If on the phone use *6 to mute/unmute.
- ✓ **If you know you have less than optimal internet connection, we urge you to join through both a phone (for audio) and your computer (for video).** You may do so by joining the online meeting via the Zoom link and opting to join via phone audio. When you are dialing in, please be sure to enter your participant ID. Here is a step-by-step guide to help: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>
- ✓ **Rename yourself after logging into Zoom.** Hovering over your name in the "Participants" tab. Please change your name to be First name Last Name, Affiliation; Ex. "Jane Smith, Albany High School)"
- ✓ **Chats messages will only go to hosts.**
- ✓ **Please direct any comments or questions for HCAI in the chat function** to the facilitators.
- ✓ **To choose language,**
 1. In your Zoom controls, click Interpretation
 2. Click the language that you would like to hear.
 3. **NOTE:** To hear the interpreted language only, click Mute Original Audio.

Thank you!

Instrucciones

- ✓ **Por favor, desactive su micrófono.** Si está al teléfono, utilice *6 para silenciarlo/desilenciarlo.
- ✓ **Si sabe que su conexión a Internet no es óptima, le recomendamos que se conecte tanto por teléfono (para el audio) como por su computadora (para el vídeo).** Puede hacerlo uniéndose a la reunión en línea a través del enlace Zoom y optando por unirse a través del audio telefónico. Cuando marque, asegúrese de introducir su número de identificación de participante. Aquí tiene una guía paso a paso que le ayudará: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>
- ✓ **Cambie su nombre después de entrar en el Zoom.** Pase el cursor sobre su nombre en la pestaña "Participants". Cambie su nombre por Nombre, Apellido, Afiliación; Ej. "Jane Smith, Albany High School)"
- ✓ **Los mensajes de los chats sólo llegarán a los moderadores.**
- ✓ **Por favor, dirija cualquier comentario o pregunta para HCAI en la función de chat** a los moderadores.
- ✓ Para elegir idioma,
 1. En los controles de Zoom, haga clic en "Interpretation"
 2. Haga clic en el idioma que desea escuchar.
 3. **NOTA:** Para escuchar sólo el idioma interpretado, haga clic en "Mute Original Audio."

California's Community Health Worker/Promotora/ Representative (CHW/P/R) Certification Discussion

Online Information Session

February 27 to March 3, 2023

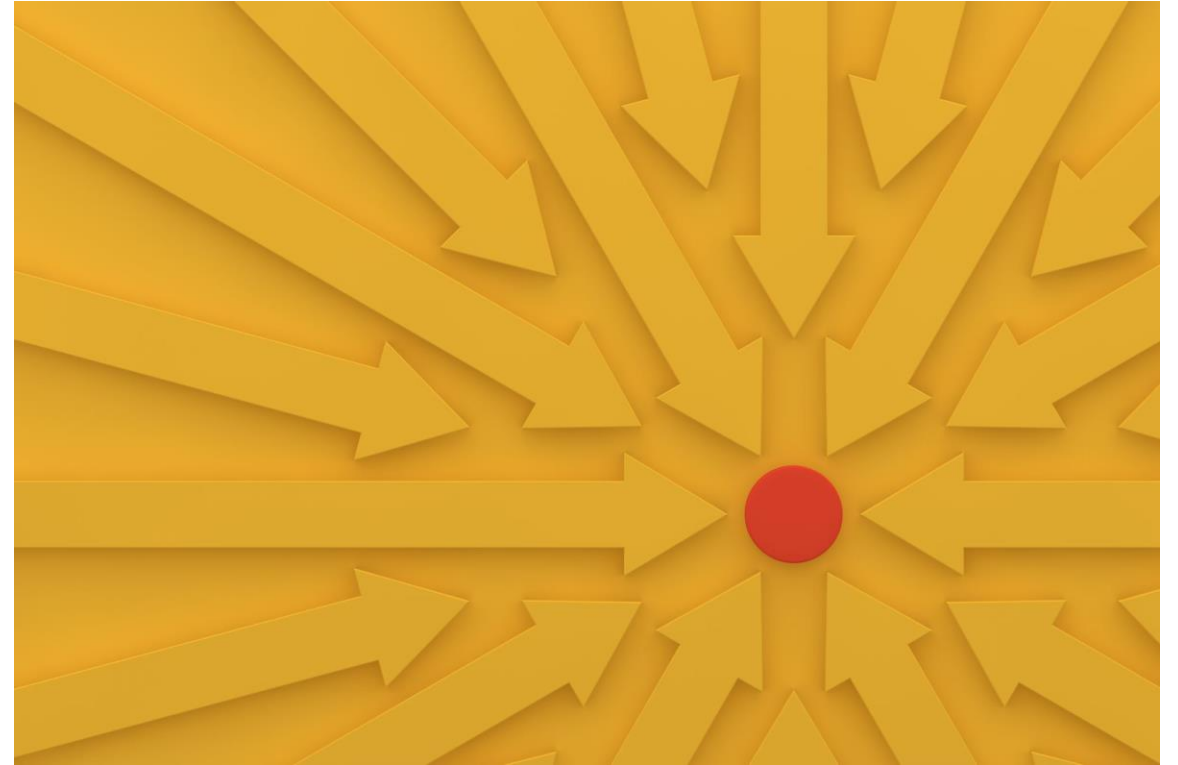


*Hosted by the Department of Health Care Access and Information (HCAI)
and the California State University Sacramento*

Note: For the purposes of stakeholder engagement, we will be using the term CHW/P/R to describe this workforce.

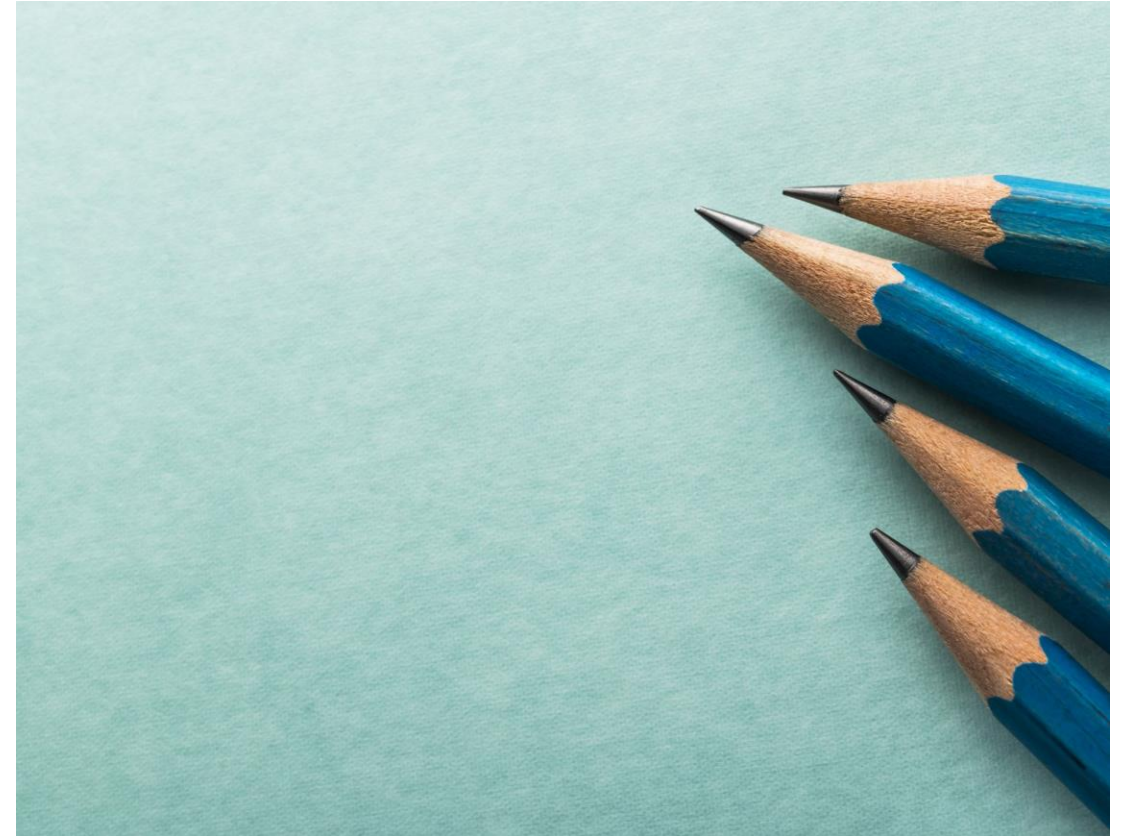
Meeting Purpose

- Clarify context on California's CHW/P/R Certification Option
- Share HCAI responses on participant input from past Listening Sessions
- Present next steps for HCAI's stakeholder engagement process



Agenda

- **Welcome and Meeting Purpose**
- **Who is in the Room**
- **CHW/P/R Certification Context**
- **Draft Certification Model**
- **Insights from Listening Sessions**
- **Wrap Up and Next Steps**
- **Open Q&A**



Who is in the room?

In the chat, let us know:

- Your name
- Your organization
- Your role
- What brings you to the information session today



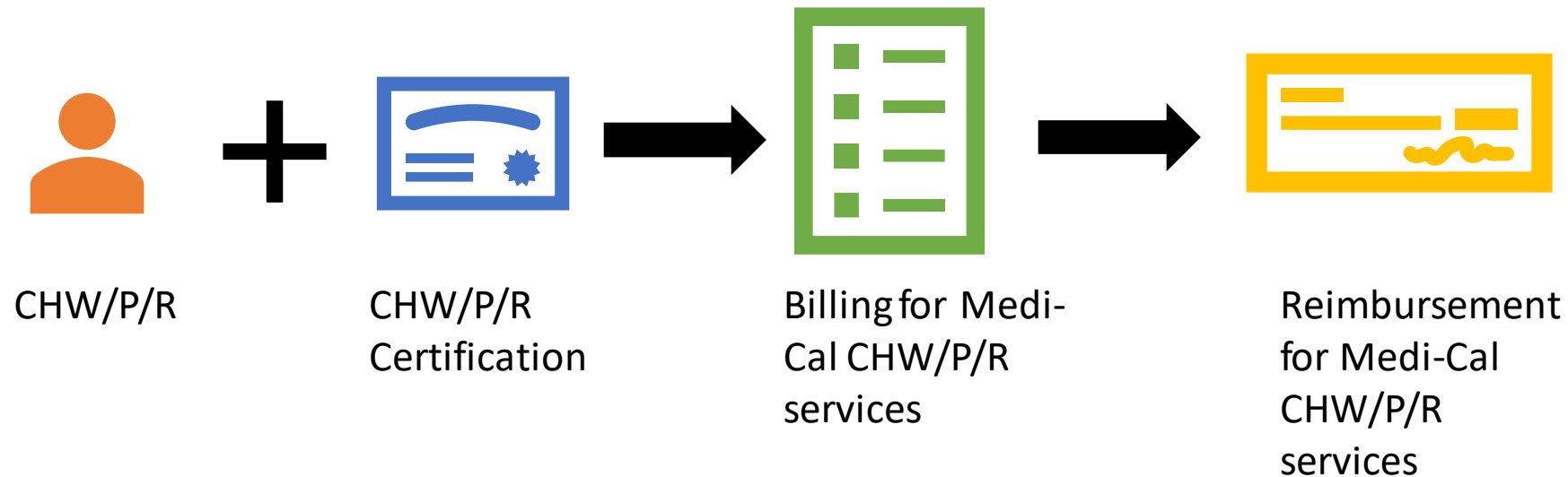
CHW/P/R Certification

Important Clarifications about CHW/P/R Certification

Certification is **only required** to bill Medi-Cal for Medi-Cal reimbursable CHW/P/R services, as of **January 1, 2024**.

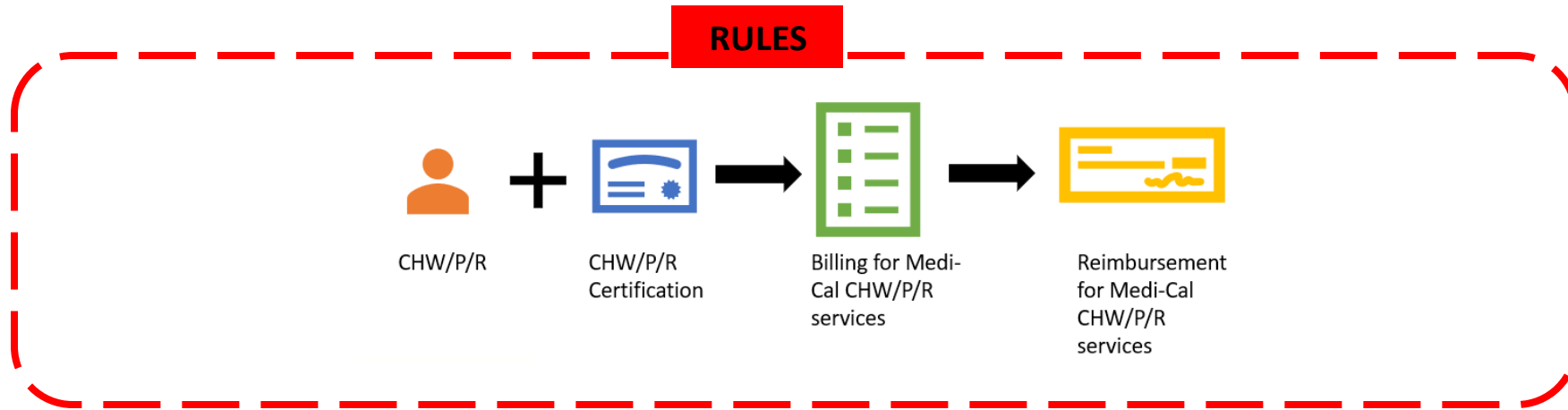
Certification does indicate that an individual has received training and education approved by the state for a CHW/P/R.

CHW/P/Rs **can** continue to work without certification.



Community Health Worker (CHW) services as a Medi-Cal benefit

California legislature and the Administration wanted to provide payment for CHW services through our state's Medi-Cal program. To do so, DHCS, the state's Medi-Cal department, had to define the CHW benefit and create the rules for payment of services including certification through a State Plan Amendment.



For more information on the DHCS Medi-Cal Benefit, please visit:

- [DHCS Community Health Workers Page](#)
- [SPA 22-0001 Approval \(ca.gov\)](#)

Timeline: CHW Medi-Cal Benefit and CHW/P/R Certification

Aug 2021-Feb 2022

DHCS conducted stakeholder engagement to develop the CHW Medi-Cal benefit

July 1, 2022

CHW/P/R services were added as a Medi-Cal benefit

Dec 2022-Apr 2023

HCAI is conducting stakeholder engagement to develop CHW/P/R Certification that enables Medi-Cal billing

January 1, 2024

CHW/P/Rs will be certified through HCAI to provide reimbursable CHW/P/R Medi-Cal services

Per California statute, HCAI **must develop statewide requirements** for community health worker certificate programs **in consultation with stakeholders.**



Through this stakeholder engagement, stakeholders will help HCAI develop requirements for:

- Self-attestation of lived experience
- CHW/P/R training programs
- Legacy CHW/P/R work experience
- Specialty programs

For more information on the statute and HCAI requirements, please visit:

- [Welfare and Institutions Code](#)

Draft Certification Model (1 of 2)

CHW/P/R Certification to enable CHW Medi-Cal billing :

CHW/P/Rs will apply with the certifying agency (HCAI) to verify the below requirements are met and receive documentation to share with employers.

- 1 CHW/P/R self-attestation of lived experience *Stakeholder input desired
- 2 CHW/P/R demonstrates possession of core competencies through one of the below pathways:
 - a Completion of an HCAI approved CHW/P/R training program *Stakeholder input desired
 - b Legacy CHW/P/R work experience *Stakeholder input desired

Important Clarifications:

- HCAI will certify individual CHW/P/Rs.
- HCAI will approve training programs as it relates to item 2a above.

Draft Certification Model (2 of 2)

OPTIONAL ADD-ON SPECIALTY CERTIFICATION:

CHW/P/Rs will apply with certifying agency (HCAI) to verify the below requirements are met and receive documentation of specialty certification.

- 1 CHW/P/R meets requirements listed for base certification
- 2 Demonstrate completion of HCAI approved specialty CHW/P/R training program *Stakeholder input desired

Important Clarifications:

- Specialty Certification is OPTIONAL.
- Only the Base Certification will be required to provide Medi-Cal reimbursable CHW/P/R services.
- HCAI will certify individual CHW/P/Rs.
- HCAI will approve training programs as it relates to item 2 above.



Insights from Listening Sessions

Topic: Community Health Worker Core Competencies (C3) project CHW/P/R Qualities

Stakeholders were asked: Are there any other important CHW/P/R qualities that must be required, but are not indicated here?

We Heard

- While qualities can be encouraged and preferred by an employer, qualities will not be required for certification as they are not easily measured.
- Instead, competencies/skills can and should be the focus in a curriculum.
- Cultural humility and cultural competence is a key competency for the CHW/P/R workforce.
- Trust building is essential to the work done by CHW/P/Rs.

HCAI Decision

- HCAI's list of core competencies aligns with C3 core competencies
- C3 core competencies embed cultural humility, cultural competency and trust building as part of the curriculum.

For more information on the C3 Project, please visit:

- <https://www.c3project.org/>

Topic: Lived experience

Stakeholders were asked: How should lived experience be demonstrated?

We Heard

- While lived experience is essential, it cannot be quantified and should not be confused with work/volunteer experience.
- Asking about lived experience is more appropriate for an employer.
- When asking for lived experience, employers should be respectful, culturally sensitive, discrete, and trauma-informed
- An individual's identity and lived experience are connected, however not always synonymous.
- Work/volunteer experience is not the same as lived experience.

HCAI Decision

- HCAI has no ability to require employers to ask for self-attestation of lived experience.
- HCAI proposes to incorporate self-attestation of lived experience into the certification process.
- Lived experience can also be part of someone's self-identity, such as a member of a race/ethnic community or the LGBTQ + community.
- The definition included in statute focuses on lived experience as personal knowledge of a specific health condition or circumstance, but HCAI will not limit its view of lived experience in this way.

Topic: Specialty Certificate

Stakeholders were asked: For what specific populations or conditions would CHW/Ps need specialized training? What does the specialized training include?

We Heard

Specific conditions: ACEs, Alzheimer's and other related dementia, Climate impact on health, Diabetes/Hypertension, Mental Health conditions, Substance Use/Opioid Use, Pregnancy and birth, Suicide prevention, Autism – spectrum, Behavioral Health, Long COVID-19, Obesity...

Specific populations: Tribal, Disability, Unhoused/homelessness, SPMI, Justice Involved/Re-entry, IPV/DV, Foster care placement, LGBTQ+, Military service/Veterans, Youth, Seniors

Remaining Questions for Future Engagements

- Of the remaining specialty areas, which do you suggest HCAI prioritize for specialty certification?

Topic: Training Requirements – Hours, skills assessment, and field experience

Stakeholders were asked: What is your recommendation for required hours of training, how to measure skills, and what field experience should look like?

We Heard		
# of hours it should be	How to measure skills	Field experience
<ul style="list-style-type: none">• 60 – 120 hours, 80 is average• Quality over quantity• Test out option• Balance of didactic, field experience, and testing	<ul style="list-style-type: none">• Be offered virtually• Assess a CHW/P/R's ability to interact with clients/community (beyond testing)• Demonstration of skills over testing is preferred	<ul style="list-style-type: none">• Should be paid time• Should be comprehensive (cover all C3 skills)• Past experience should count

HCAI Decision
<ul style="list-style-type: none">• HCAI will set the minimum number of hours required for HCAI's approval of training programs. Programs may determine their total number of hours, beyond the minimum, based on their ability to address all C3 components.• HCAI will allow field experience to be met through documented recent experience as a CHW/P/R.

Topic: Legacy Path

Stakeholders were asked: Given the Peer Support Specialist model we walked through, does creating a parallel program for CHW/P/Rs make sense? What other suggestions do you have?

We Heard

- Legacy path should not be more burdensome than completing the certifying pathway
- Support for alignment of behavior and community health entry-level pathways so people can move easily between them
- Should be free or low cost
- Allow opportunities to “test out” rather than show proof of experience, hours etc.

HCAI Decision

- HCAI will ensure the Legacy pathway is not an unreasonable barrier for currently practicing CHW/P/Rs, but this pathway must demonstrate that a Legacy has the core competencies to be a certified CHW/P/R.

Remaining Questions for Future Engagements

- How can someone using the Legacy pathway demonstrate they already have the core competencies to bill Medi-Cal as a CHW/P/R?
- Feedback provided suggest a “test out” option for the Legacy pathway instead of submitting evidence of previous experience working as a CHW/P/R. Should “testing out” be an option for the Legacy pathway?

Topic: Continuing Education

Stakeholders were asked: In your opinion, what should be required for continuing education for CHW/P/Rs?

We Heard

- Some participants shared 8-12 hours annually or 16-24 hours biannually of paid continuing education is reasonable and removes prohibitive cost
- Some suggested keeping it at 6 for the initial roll-out, then looking at expanding CEs after this SPA when a successful transition of experienced CHWs to certification has been achieved

HCAI Decision

- HCAI will set a requirement for a minimum of 6 hours of additional relevant training annually.

Remaining Questions for Future Engagements

- What should be the focus of a continuing education curriculum for certified CHW/P/Rs?

Topic: Training Programs

Stakeholders were asked: Are there any other recommendations HCAI should consider for training programs?

We Heard

- Balance between reducing time and educational barriers as much as possible, while ensuring quality training
- Require training providers to provide connections to jobs or other placement options
- Require trainers to offer CEU courses and that those courses be evaluated as part of the trainer's certification
- Focus equally on training and on quality of supervisors to assure some standard of training for CHW/P/R
- Ensure legitimacy of trainers by issuing an HCAI "seal of approval"

HCAI Decision

- Per statute, HCAI will approve CHW/P/R training and continuing education programs as it relates to certification.
- Statute requires approved training programs to:
 - submit to periodic reviews to ensure adherence to state requirements.
 - submit annual reports on participant training and employment. The annual report shall include data determined by the department, in consultation with stakeholders, as needed, to ensure the certificate curriculum maintains community health worker diversity and addresses future workforce needs.
- HCAI will require training programs to assist with field experience placement as required for CHW/P/R certification

Remaining Questions for Future Engagements

- HCAI will continue this discussion in future engagements. HCAI is continuing to research existing training programs.

Wrap Up and Next Steps

- Please share the invite to the remaining Round 1 Information Sessions this week with your network.
- Please join us for the Online Listening Sessions – Round 3 starting March 13th – March 17th.
 - These sessions will be organized according to the following participant groups: *Employers and Supervisors, Training Entities, Community Coalitions, Tribal Groups, CHW/P/Rs English, CHW/P/Rs Spanish.*
 - Please expect invitations this week via email.

For questions on this stakeholder engagement process, please reach out to CHW@hcai.ca.gov.

Q&A

- **Please use the chat feature** to offer written comments and questions
- **All comments and questions in the chat will be recorded and shared with HCAI**
- Any questions not answered today will be reviewed by HCAI
- HCAI is developing a "Frequently Asked Questions" page to answer common questions and concerns

Thank you!

